

**Training Mandate**

The California Department of Child Support Services (DCSS) requires Child Support Program Orientation (CSPO) training be delivered to all new staff within 90 days of appointment in the local child support agency (LCSA). This training is to be given to all new staff regardless of classification, level, or time base.

Since there has been a substantial update to include relevant California Child Support Automation System (CCSAS) elements, it is suggested that existing staff, managers, and supervisors review the CSPO Participant Guide as a refresher.

**Certification of CSPO Trainers**

Only DCSS-Certified CSPO trainers may deliver the CSPO curriculum. CSPO trainer certification levels are:

- **CSPO Level 2 Trainer**

CSPO Level 2 Trainers are certified at the state level to deliver CSPO curriculum to LCSA staff and/or deliver a local CSPO T4T to certify CSPO Level 1 Trainers. A certificate of completion will be issued by DCSS.

The requirement for CSPO Level 2 Trainer certification is to attend a Level 2 Trainer CSPO Certification Training for Trainers offered by DCSS.

- **CSPO Level 1 Trainer**

CSPO Level 1 Trainers are certified at the local level by a CSPO Level 2 Trainer to deliver the CSPO curriculum. Although Level 1 is certified locally, DCSS will issue the certificate of completion upon request from the LCSA. The request should include:

1. County
2. Name of person receiving certification
3. Date certified
4. Name(s) of CSPO Level 2 trainer(s)

The minimum requirements for Level 1 CSPO Trainer certification is 100 percent attendance and a partial delivery of the curriculum at a CSPO session overseen by a local or regional CSPO Level 2 Trainer.

## **Curriculum Materials**

The following is a list of items that are part of the CSPO curriculum:

- Agendas
- Answer Keys
- Artwork and Pictures
- Certificate template
- Course Goal and Objectives
- Curriculum Instructions
- Evaluations
- Exercises
- Mandatory Handouts
- Participant Resource Guide
- PowerPoint Presentations
- Trainer Guide

All materials can be downloaded from the DCSS Training website at:

<http://www.childsup.ca.gov/program/training/cspo>

Because duplication and printing equipment may vary in output quality, care should be taken to assure the appearance of the copies does not vary significantly from that of the masters.

## **Agendas**

There are two types of agendas provided for this curriculum:

- Participant Agenda
- Trainer Agenda

The Participant Agenda should be disseminated to each participant and the Trainer Agenda is used by the trainer.

## **Artwork and Pictures**

There are several format versions of the CSPO artwork offered for this curriculum, such as Adobe Illustrator (.psd), JPEG (.jpg), TIFF (.tif) in transparent or with a white background, and GIF (.gif) in transparent or with a white background.

You may replicate this artwork on handouts, posters, PowerPoint slides, etc.

## **Answer Keys**

For each chapter exercise, there is a corresponding answer key. Trainers should refer to these to ensure accuracy.

### **Certificates of Completion**

The Training Coordinator should issue a certificate of completion to participants who successfully complete the CSPO course. The standard for successful completion is 100% participation. A record of participants who have successfully completed CSPO should be maintained by Training Coordinators.

### **Evaluations**

Participant evaluations should be completed after each delivery of the CSPO curriculum. A standardized training evaluation form, DCSS 0359, is recommended for use with curriculum products certified by DCSS, such as the Child Support Program Orientation curriculum.

Training Coordinators should review the training evaluation forms to identify any patterns or areas of concern. It is unnecessary to send the evaluation forms to the Statewide Training Section. You may supplement the form with agency-specific items if you wish.

### **Exercises**

The exercises reinforce learning and should be dispersed at the conclusion of each topic and reviewed with the participants. An answer key is provided for each exercise.

### **Guides**

There are two guides provided for this curriculum:

- Participant Guide
- Trainer Guide

Both guides have been updated. The current version is Version 4.0.

### **Mandatory Handouts**

There are four mandatory handouts for this curriculum:

- Benefits of Establishing Paternity
- DCSS Internet Handout
- Federal and State Timeframes
- Financial Management Calculations

### **Microsoft PowerPoint Presentations**

There are nineteen (19) Microsoft PowerPoint slide presentations for this curriculum:

- Big Picture
- Case Closure
- Case Evaluation
- Case Flow

- Child Support Terminology
- Confidentiality
- CSPO Conditions for Success – Day 1
- CSPO Welcome – Day 1
- CSPO Review – Day 2
- CSPO Review – Day 3
- Customer Service
- DCSS Internet
- Enforcement
- Establishment
- Financial Management
- Intake
- Interstate
- Locate
- Review and Adjustment

### **Augmenting Curriculum Materials**

The content of the CSPO curriculum is not to be changed or modified in any manner. Trainers may, however, augment the curriculum by adding materials that address business practices specific to the LCSA, if those practices are not in conflict with statewide DCSS policy and procedures.

Training Coordinators should maintain a historical log of augmentations.

### **Feedback**

DCSS welcomes your feedback on the CSPO curriculum. Comments should be sent to Jamie Carroll at (916) 464-5238 or [Jamie.Carroll@dcss.ca.gov](mailto:Jamie.Carroll@dcss.ca.gov).